

Appendix A: Mailing Materials

Prenotification Letter



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

November 22, 1999

Dear Veteran:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons, like yourself, who have applied for or who have received VA vocational rehabilitation and counseling benefits.

This letter is simply to let you know you have been selected to participate in this survey. In about a week, you will be receiving a questionnaire in the mail.

The survey is completely confidential and will not affect your benefits in any way. The national research organization, Caliber Associates, is conducting this survey for VA.

Your help with the survey is very important – VA needs to know about your experience so that we can improve our vocational rehabilitation and counseling benefits process. Please take the time to complete and return the questionnaire when it arrives.

I would like to add how much we appreciate your assistance with this important project. Your participation will help us to continue to improve this important service to veterans.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Joseph Thompson".

Joseph Thompson
Under Secretary for Benefits

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <http://www.va.gov/> via the Internet. For information about customer satisfaction surveys, go to <http://www.vba.va.gov/surveys/>.

First Questionnaire Cover Letter



**DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420**

November 29, 1999

Dear Veteran:

Enclosed is the questionnaire I wrote to you about recently. This is part of our commitment to improving service and is why the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of persons who have applied for or received vocational rehabilitation and counseling benefits.

Your answers are very important because you have personal experience with the VA and its process for receiving vocational rehabilitation and counseling benefits. You were selected for the survey because you recently applied for or received these benefits. Survey findings will be reported to VA Regional Offices and to VBA. Your experience and opinions can help to improve the process for you and other recipients of vocational rehabilitation and counseling benefits.

Your answers will not affect your current or future benefits. While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for any future veterans benefits will not be affected in any way.

Please remember, your answers will be confidential. VA has asked Caliber Associates, an independent, national research organization, to conduct the survey. After gathering information from the survey, Caliber Associates will remove your name and any other identifying information before providing the survey data to VA. There is no way your answers will be linked to you.

If you have questions about this survey or the questionnaire itself, please call Caliber Associates at 1-800-423-0544. You may also wish to call your local VA Regional Office at 1-800-827-1000.

By helping us, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Joseph Thompson".

Joseph Thompson
Under Secretary for Benefits

Enclosure

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <http://www.va.gov/> via the Internet. For information about customer satisfaction surveys, go to <http://www.vba.va.gov/surveys/>.

First Reminder/Thank-You Postcard



U.S. DEPARTMENT OF VETERANS AFFAIRS VETERANS BENEFITS ADMINISTRATION

Recently, we mailed a survey to you as part of a study of customer satisfaction with the vocational rehabilitation and counseling benefits claims process.

- If you have returned the survey, thank you.
- If not, please take a few minutes now to complete and return the survey.
- If you have lost or misplaced the survey or if you have questions, please call Caliber Associates at 1-800-423-0544.

Thank You

Second Questionnaire Cover Letter



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington DC 20420

December 30, 1999

Dear Veteran:

About a month ago, we sent you a questionnaire as part of a national study of customer satisfaction with VA vocational rehabilitation and counseling benefits. Because we have not yet received your reply, I am writing again requesting your help with this important study. **Your participation will not affect your current or future benefits**, but your attitudes and experience can help us improve the VA benefits process for you and others in the future.

You were selected to participate in this survey as part of a national sample of persons who recently applied for or received vocational rehabilitation and counseling benefits. Your answers are very important because **you** have personal experience with the VA and its benefits process. We really want to know your experiences – good, bad, or indifferent – because they will help us better understand what parts of the process are working well and, frankly, what parts need to be fixed. The survey findings will be reported to the individual VA Regional Offices and policy-makers in the Veterans Benefits Administration.

Remember, your answers will be confidential. VA has asked Caliber Associates, an independent, national research organization, to conduct the survey. If you have any questions about this survey or the questionnaire itself, please call a Caliber Associates representative at 1-800-423-0544 or call VA at 1-800-827-1000.

A replacement questionnaire has been enclosed in case you did not receive the first one or have lost it. **If you have already mailed in your completed questionnaire, please do not complete this one.** If not, however, please take the time to complete this questionnaire and return it in the enclosed envelope.

By helping us, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work.

Sincerely yours,

Joseph Thompson
Under Secretary for Benefits

Enclosure

P.S. For information regarding VA benefits, I invite you to visit our VA Home Page on the World Wide Web at <http://www.va.gov> via the Internet. For information about customer satisfaction surveys, go to <http://www.vba.va.gov/bl/surveys>.

Second Reminder Postcard



**The Department of Veterans Affairs
is waiting to hear from you!**

**Your opinion will help improve the vocational
rehabilitation and counseling benefits process
for disabled veterans.**

If you have already completed and mailed your
survey, thanks. If not, please do it TODAY!

If you have any questions about this survey,
please call Caliber Associates
at 1-800-423-0544.